Information Memorandum No. 00-270
Memorandum For Cdrs DCMDs, DCMC CAOs
Subject: Electronic Document Workflow (EDW) Help Desk Procedures (INFORMATION)
Date: July 19, 2000
Target Audience: All District and CMO (Contract Management Office) personnel involved with EDW.

New Information/Guidance/Tools:
During EDW deployment, we relied heavily on the contractor (Universal Systems, Inc.) to fix software problems and get our systems back on line as quickly as possible. While this was expedient, it proved too costly to continue much beyond initial deployment. Furthermore, a recent review of open help desk tickets found that the vast majority of EDW problems could have been resolved at the local level. Since we currently have this expertise, the following outlines a more cost-effective approach for resolving EDW problems:
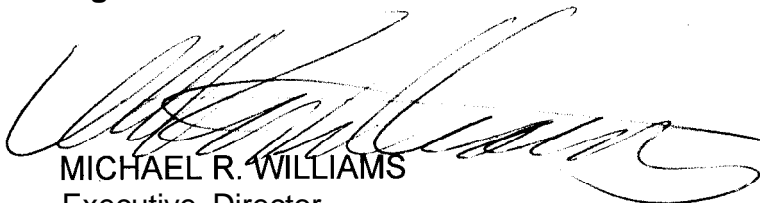
- The help desk receives a ticket regarding an EDW problem.
- The help desk assigns the ticket to the local LAN Administrator; at this point, the local LAN Administrator works with all their resources (EDW Administrator/POC, Sector Admin, District Information Technology Directorate) for resolution.
- If the ticket cannot be resolved, the LAN Administrator contacts John Reddington, EDW Functional Sponsor, for approval to reassign the ticket to DITC or USI as appropriate.

To help in resolving some of the more commonly experienced problems, a list of Frequently Asked Questions (FAQs) can be found on the DCMA home page under the EDW area of the Paperless Contracting Center at http://www.dcma.mil/centers/paperless/edw/index. htm.

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